



## HOTEL ACCOMMODATION RULES

**Operator:** Hotel Passage, a. s., Lidická 702/23, 602 00 Brno, VAT: 01750062, TIN: CZ01750062

Every guest staying in this hotel is bound to abide these operating rules.

1. If the guest does not prove a valid identity document (ID or a passport), the hotel is entitled to refuse the guest's accommodation with regard to the Act on Local Fees for Czech citizens and Act 314/2015 Coll. for foreign citizens.
2. By proper registration, the guest has the right to a temporary accommodation for the agreed period.
3. Unless otherwise agreed in writing, payment is always made in advance in cash or by credit card according to the valid price list.
4. The hotel is not obliged to accommodate guests without previously confirmed guaranteed reservation and paid accommodation.
5. The accommodation facility will book a room for those interested without a guarantee until 6 PM on the day of arrival, unless otherwise agreed.
6. During the stay, guest is required to guarantee for hotel services and other expenses with his credit card in form of preauthorization or cash deposit, which he will guarantee at the hotel reception. If the amount of the hotel account balance is exceeded, the hotel will require the guest to increase the deposit.
7. The accommodation ends on the agreed date of check out. For proper check-out, guest must free the room by 11 AM, hand over the key-card at the front desk and pay the bill. If not, and unless otherwise agreed, the hotel is entitled to charge a late departure fee or an additional night's stay. The hotel is also entitled to charge the guest for the entire previous night if staying prior to 6 AM.
8. At the end of the stay the guest is obliged to report all the consumption from the minibar at the hotel reception. If the guest conceals the consumption, the balance will be withdrawn from the guest's credit card.
9. The hotel is obliged to accommodate the guest from 3 PM on the day of arrival until 11 AM on the day of departure on the basis of a reservation guaranteed by a credit card, or paid accommodation including VAT. During this time, the guest room is reserved, unless otherwise specified in the order. Any early accommodation before 3 PM must be arranged in advance at the time of booking, must be approved at possible pricing of this above-standard service by the hotel.
10. The cancelation of reservation follows given cancelation policy.
11. In exceptional cases hotel reserves the right to offer guests other than agreed accommodation, if it isn't significantly different from the confirmed reservation.
12. If the guest requests an extension of the accommodation and the hotel has free capacity, the accommodation period may be extended. However, in such a case, the hotel may offer the guest a different room than the one in which he was originally accommodated.
13. The guest is obliged to observe night rest from 10 PM to 6 AM and must not restrict other guests. With the consent of the hotel operator, social events can be organized on the hotel premises even after 10 PM, in the designated areas.
14. To enter the hotel is allowed only using the access roads, parking of vehicles is allowed in designated area. The hotel is not responsible for theft or damage on vehicles left outside on the hotel parking lot. The hotel advises guests to make sure the vehicle is properly locked and secured. It also recommended not to leave personal and valuable items in the vehicle. In the event of theft of personal and valuable items placed by the guest in the car, the hotel is not responsible. The hotel is not liable for damages caused by the guest to third parties in the hotel parking lot. The hotel is not responsible for stolen items. The hotel reserves the right to claim and charge for any damage caused on the property by the guest vehicle.
15. Due to the safety reasons, it is not allowed to leave children under 10 years of age in the room and other areas of the hotel unattended. Their legal representative is fully responsible for any damage caused by children.
16. It is not allowed to use electrical appliances with the exception of appliances for personal hygiene, such as razors or hair dryers.
17. Pets are not allowed at the hotel premises.
18. Each guest is obliged to save facilities. He is obliged to pay reasonable compensation for arbitrary damage, pollution or loss of equipment determined by the hotel operator. The amount of the fee is determined according to the List of Charges in point 39 of the Rules.

19. Guest must not make any substantial changes on the premises without the permission of the hotel management, i.e. not to move the equipment and make any alterations to the electrical network or other installations.
20. In case of illness or an injury of the guest, the hotel will provide medical assistance. The transfer and treatment fee is paid by the guest himself. An exception is the situation when the hotel is responsible for the illness or the injury of the guest.
21. Hotel staff is personally responsible for the safe operation of the accommodation, so please follow their instructions.
22. The operator is not responsible for the loss of valuables or higher costs.
23. Smoking is prohibited in the whole building.
24. It is allowed to have visitors in the rooms for a period longer than 3 hours only after proper registration of the visitor.
25. Gambling is not allowed in the hotel.
26. It is strictly forbidden to hold celebrations and events in the rooms.
27. Racial or other offensive manifestations are not tolerated.
28. The guest is obliged to close the water taps, turn off the lights, close the windows and doors of the balcony and lock the room every time he leaves the room.
29. The guest is not allowed to bring dangerous objects and substances (sharp objects, weapons, explosives, flammables, caustics, poisons, etc.), narcotics or psychotropic substances, as well as objects or substances with a strong smell.
30. Accommodation in the hotel is allowed only to people who are not infected with infectious diseases and do not show the use of alcohol and drugs.
31. During the stay in the hotel premises, each guest is obliged to behave in such a way as not to cause a fire. The behaviour of guests in case of fire is regulated in the fire alarm guidelines, which are published with an escape plan in each room at the front door.
32. In case of fire, guests are required to report the fire to the reception.
33. There is a safe in each hotel room and the guest is obliged to use it to store his valuables.
34. Entry to an occupied hotel room is allowed to the maid who has the room assigned, the housekeeping manager, reception staff, hotel management, or maintenance worker when reporting a technical failure in the room.
35. Forgotten items of guests in the hotel are registered and stored for one month. The hotel will only send forgotten items to the guest upon request and at the guest's expenses.
36. When providing the accommodation service, the guest providing his personal data from his documents agrees to the collection, storage and processing of personal data provided by the administrator, Hotel Passage, a. s., VAT 01750062, for the purpose set out below. This consent is granted voluntarily for all data provided, for a period of 10 years from the date of granting the consent. By his signature (or by ticking the appropriate field in the case of the internet form) he confirms that he has been notified of his rights related to the management and processing of personal data, especially that he has according to § 11, 21 of Act No. 101/2000 Coll. the right to revoke his consent free of charge at any time, that he has the right to access personal data and the right to correct such personal data, block incorrect personal data, their destruction, etc., and that he has the right to turn to the Office for Personal Data Protection in case of alleged violation of his rights. In accordance with § 5 of Act No. 101/2000 Coll. on the protection of personal data, all provided data is collected and processed exclusively for the marketing purposes of the administrator, namely for the distribution of marketing information. The administrator declares that it will handle the provided data in accordance with the applicable legal regulations and that it will collect personal data to the extent necessary to fulfil the specified purpose and process them only in accordance with the purpose for which they were collected. Employees of the administrator or other natural persons who process personal data on the basis of a contract with the controller and other people are obliged to maintain the confidentiality of personal data, even after termination of employment or work. Upon the establishment of the accommodation service, the guest providing his personal data from his documents agrees to the processing and storage of his personal data in the company Hotel Passage, a. s., in the sense of Act No. 101/2000 Coll. as amended and at the same time agrees to the processing of personal data provided by him for marketing purposes. The operator undertakes to handle this data in accordance with applicable legislation and use it only for the distribution of marketing information and always in such a way as to prevent any harm to the person to whom the data relates.
37. Complaints by guests and any suggestions to improve the operation of the hotel accepts the hotel management. The guest can also write a complaint and hand it over to the hotel reception.
38. The guest is obliged to adhere to the provisions of these Accommodation Regulations throughout the accommodation. If the guest grossly violates the Accommodation Rules or good manners, despite the warning, the hotel is entitled to withdraw from the accommodation services before the agreed time. The hotel is then entitled to the full payment of accommodation. The guest must leave the hotel immediately.

**39. Table of fees:**

|  |                                      |                               |                   |
|--|--------------------------------------|-------------------------------|-------------------|
| Smoking in the room  | <b>3 500 CZK</b>                     | Damage to the fire system     | <b>5000 CZK</b>   |
| Causing noise after 10 PM  | <b>500 CZK / person</b>              | Door damage restoration       | <b>5000 CZK</b>   |
| Walls damage – painting the room/ corridor wall – 1 m <sup>2</sup> | <b>500 CZK</b>                       | Replacing doors with new ones | <b>10 000 CZK</b> |
| Carpet cleaning – 1 m <sup>2</sup>                                 | <b>500 CZK</b>                       | Damage to the lock            | <b>5000 CZK</b>   |
| Room/ corridor ceiling restoration – 1 m <sup>2</sup>              | <b>2 000 CZK</b>                     | Repair work – 1 hour          | <b>500 CZK</b>    |
| Broken lamp in the room  | <b>8 000 CZK</b><br><b>6 500 CZK</b> | Room pollution                | <b>1000 CZK</b>   |
| Repairing the damaged room   | <b>10 000 CZK</b>                    | Extra cleaning                | <b>500 CZK</b>    |
| Lost key-card from the room  | <b>250 CZK</b>                       | Missing bathrobe              | <b>550 CZK</b>    |
| Broken toilet seat   | <b>2 200 CZK</b>                     | Missing towel                 | <b>250 CZK</b>    |
| Missing plaid  | <b>2 000 CZK</b>                     |                               |                   |

**Prices in euros are charged according to the current hotel's Exchange rate.**

**40. These Accommodation Rules are available to guests at the hotel reception and are valid from 1. 11. 2019.**

Brno, 1. 11 .2019